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Information Management

**FUNCTIONAL INFORMATION
MANAGEMENT CUSTOMER GUIDE**

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We continuously strive to provide quality service to all of our customers. In an effort to provide that service, we have developed this quick reference guide. In this guide, you will find step-by-step instructions on how to prepare certain administrative tasks and a list of services available from Functional Information Management (IM). To enhance your unit programs, IM provides a variety of information management training classes. This manual does not take the place of applicable directives but should be used in conjunction with them.

SUMMARY OF REVISIONS

This revision adds updates and implements new procedures outlined in AFMAN 37-139, *Records Disposition Schedule*, CAFBI 36-2806, *Communications and Information Professionalism Awards Program*, and CAFBI 37-2, *IM/Postal Mobilization Planning*.

1. Publications And Forms Management:

1.1. How to issue publications. Charleston AFB publications provide information for the mission. The Base Publications Manager (437 CS/SCXIP) is responsible for editing and issuing base publications and forms.

1.1.1. Type the proposed draft publication on 8 1/2" by 11" plain bond paper and submit it on a compatible disk (Word 6.0).

1.1.2. Send the draft publication to 437 CS/SCXIP for pre-editing.

1.1.3. Coordinate and resolve any noted discrepancies. Certifying authority (should match name on the bottom of the instruction) signs block 17 and the approving authority (OPR's Group Commander) signs block 20 of the AF Form 673, **Request to Issue Publication**.

1.1.4. Send the AF Form 673, background material, and coordinated draft to 437 CS/SCXIP. If you publish a Charleston AFB Instruction, the main thing to consider is correct format, record file copies, and biannual reviews (AFI 37-160V1, *The Air Force Publications and Forms Manage-*

ment Programs--Developing and Processing Publications). Appropriate series numbers and titles can be found in AFI 37-160V6, *The Air Force Publications and Forms Management Programs--Numbering Publications*. This is a quick reference and not meant to be the sole source. Call the base Publications Management Office at ext. 3-3278 or stop by our office in Building 201 for more details.

1.2. How to design a form. The Base Forms Manager (437 CS/SCXIP) is the OPR for designing base forms. Forms are printed documents with blank spaces for insertion of specified data in a set order; they are designed for quick preparation, submission, and review.

1.2.1. To request the development of a form:

1.2.1.1. Prepare a DD Form 67, **Forms Processing Action Request**.

1.2.1.2. Justify with specific details on the purpose of the form and description of use (block 13), along with the form specifications (i.e., paper size, cardstock, electronic form).

1.2.1.3. The OPR of the form and an official that is one organizational level above the OPR signs the request (blocks 16 and 17).

1.2.1.4. Send this request to 437 CS/SCXIP; they will analyze your request and design the form, if approved. The base Forms Manager will approve form once determination has been made that there is not a form in use, either local or Air Force that would meet the needs of the customer.

1.2.2. Overprints: When preparing form overprints, do not alter the form (unless authorized by directive or approval is obtained from the OPR. Do not forget the overprint statement on the bottom right side (organization, office symbol, overprint). If a general-purpose form is modified, use organization/office symbol modified overprint. Reference: AFI 37-160V8, *The Air Force Publications and Forms Management Program--Developing and Processing Forms*.

1.3. How to place an item in the official base bulletin. The Publications Management Office, ext. 3-3267 publishes the Charleston AFB Official Base Bulletin. The bulletin contains official/unofficial temporary announcements, notices, and instructions. The bulletin is published and posted each Tuesday in the All-Public Folders of Outlook, IM web page on globemaster, and Info Fusion web site. To place an entry in the bulletin:

1.3.1. Send your announcement through the base distribution system addressed to 437 CS/SCXIP, attn: Base Bulletin or e-mail inputs to mailto: 437 CS Base <mailto:Bulletin@charleston.af.mil> located on the global address listing. Entries to be placed in the base bulletin should arrive NLT 1200 hours, Monday before posting the Base Bulletin (Tuesday).

1.3.2. Type your announcement in Times New Roman font, 12 pitch, single-spaced leaving an one-inch margin. Limit your ad to six typewritten lines per article.

1.3.3. Type the first few words (attention getter) in all capital letters; use something descriptive.

1.3.4. Have the OPRs identification at the end of the notice (i.e., the organization, office symbol, duty phone and name of originator).

1.3.5. Limit text of entry to essential information.

2. Electronic Transaction System (ETS):

2.1. How to access the air force electronic publications library. Anyone, who has access to a base network computer, can view and download Air Force forms and publications from your desktop. By going to <http://www.afpubs.hq.af.mil/>, customers can now access all Air Force forms and publications from one web site. If the form or publication is not available electronically, please contact your Squadron Customer Account Representative, (normally this person works in your unit orderly room) who can physically order it for you. To establish a new account through ETS; sign onto www.afpubs.hq.af.mil and click on on-line ordering icon. This will bring up to the log-on screen to set up your new account. Under the log-on icon, click on the menu box **"If you do not have an account, click here"**. Once you have completed the form and submitted it, you will receive an e-mail from the Air Force Publications Distribution Center (AFPDC) stating that you now have access to order physical products from the AF Pubs Home Page. (**NOTE:** Do not forget your log-on name or password you supplied to initiate your account). This user-friendly program will guide you through your ordering process. If you have any questions about the web site or Air Force Electronic Publishing, please contact the AFPDC help desk at DSN 754-2438 or e-mail them at <mailto:cdrom@pentagon.af.mil>.

2.1.1. Ordering accountable and safeguard forms/publications: Establish an account through AFPDC using AF Form 1846. Ensure that you list all accountable/safeguard forms your office is authorized to receive in Section I of the AF Form 1846. Your completed AF Form 1846, **Request for and Record of Organizational Account** must be signed by your Commander and faxed to AFPDC, Attn: New Accounts, at 410-687-3799 commercial and send a copy of your AF Form 1846 to 437 CS/SCXIP.

3. Administrative Communications:

3.1. Mail services. The Base Information Transfer Center (BITC) hours are Monday through Friday, 0730-1630. BITS is the total system that collects, processes, and delivers administrative communications and containers between Activity Distribution Offices (ADOs) and organizations on Charleston AFB. BITC also receives and dispatches mail and small parcels from the servicing post office and small parcel delivery companies. Currently our BITS services over 58 ADOs. The BITC office provides the following services:

3.1.1. Intrabase Mail Delivery. The Optional Form 65-C, **U.S. Government Messenger Envelope (Large)** or the Optional Form 65-B, **U.S. Government Messenger Envelope (Small)** is the container used for base official mail. To address the form properly, use the organization and functional address symbol, i.e. 437 CS/SCXIA. This form can also be used for pouch service. When addressing the form for pouch, ensure the full organization, functional address symbol, and base is on the envelope. Place the word POUCH to the right of the address, i.e., 437 CS/SCXIA POUCH Charleston AFB SC 29404-5022. **NOTE:** This form is never to be used for off-base mail.

3.1.2. USPS Express Mail. IAW DOD 4525.8-M, *Official Mail Manual*/AF Supp, Chapter 9, paragraph C., Express Mail shall be used only when it is the most cost effective way to accomplish a mission within time, security, and accountability constraints. It shall not be used: to respond to directed actions or requests for information unless using it is the only way to meet a short suspense; for the purpose of correcting administrative oversights such as late suspenses when adequate time existed; on days before weekends or holidays unless the sender has verified someone will be available to accept and work on it during the weekend or holiday. Also, Express Mail will

not be used to send a package after the suspense date has been missed. (See paragraph 3.1.7. Federal Express.).

3.1.3. Registered Mail. Registered mail gives mail more security during transmission, and provides a chain of receipts from the time of acceptance to final delivery. Registered mail receives the most protection given to U.S. mail and has a low loss rate. The extra security can delay this mail by 24 to 48 hours over normal first class mail. Registered mail must always have an AF Form 12, **Accountable Container Receipt** attached to the outside of the package. When using this type service ensure the inner container is marked with the appropriate security classification, and that all seams of the inner and outer container are sealed with brown paper tape. Also ensure your control number is placed under the return address on the inner and outer container.

3.1.4. Certified Mail. Certified mail provides a receipt at time of mailing and a record of delivery for first-class mail. It is sent and handled in transit as first-class mail. If lost, it cannot be traced, and no indemnity is provided. Use it only within the U.S. domestic and military postal system and only when law, DoD, or Air Force directives require it.

3.1.5. United Parcel Service (UPS). This service is offered when the rate to ship a package is cheaper than the U.S. Post Office. UPS will pick up packages brought to the BITC by 1100 that day. Make sure the destination point is clearly identified so the UPS delivery person can deliver the package without delay. Also offered through the UPS are Next Day Air and Second Day Air. Next Day Air is frequently used because it guarantees the package will get to the destination point by 1030 the next day. Second Day Air is preferred over Next Day Air because of the savings.

3.1.6. Pouch Mail. Pouch mail is mail destined for one location consolidated into one container to reduce mailing cost. Pouch mail is sent out as first-class mail. A list of bases having pouch service should be posted at the BITS pickup point at the ADO. Pouch mail is sent out each Tuesday and Friday, and more frequently if volume dictates.

3.1.7. Federal Express. The BITC has one of four Federal Express (FedEx) accounts on Charleston AFB. A letter of justification must accompany the package stating why service is needed to accomplish a mission within time, security, and accountability constraints. Packages being sent FedEx must be brought to the BITC NLT 1500 daily. A tracking number can be obtained upon request. The same restrictions apply for FedEx as indicated above in paragraph 3.1.2. Express Mail.

NOTE: Any outgoing mail prepared after pick-up by Base Information Transfer System (BITS) personnel on the morning mail run can be hand-carried to Building 306 by 1500 for dissemination that day.

3.2. Postal Service Center (PSC). The PSC is responsible for providing personal mail service to personnel residing in the dormitories. The PSC is also the point of contact for temporary (TDY) and general delivery services for individuals in transit. Customer service hours are Monday through Friday, 0900-1700 and Saturday, 0900-1200. For further assistance contact the PSC at ext. 3-4357.

3.2.1. To receive a PSC box personnel must reside in the dormitory. Come by Building 306 and complete an AF Form 624, **Base Unit/Locator and PSC Directory**. You will then be issued a key to a PSC box in Building 306 or a cluster box at your designated dorm.

3.2.2. Personnel here on temporary duty assignment (TDY) for less than 30 days or waiting for base housing (and wish to receive mail) can come by and complete AF Form 624. They will be given a General Delivery box with the address PSC 1, Box 8000, Charleston AFB SC,

29404-5000. Personnel that are TDY here should not use the unit address they are assigned to as their address for personal mail.

3.2.3. When departing Charleston AFB, PSC users must turn in their key, close out their box, and leave a forwarding address.

3.3. Telefax service. The BITC is also the point of contact for all incoming and outgoing telefax messages. The telefax is a service allowing information to be transmitted electronically to other bases in a matter of minutes. When you feed the original document in the machine it will send a copy and return your original. The telefax number to the machine is Commercial 1-843-963-2977. The telefax is operational 24-hours a day, 7-days a week for receiving messages. The walk-in hours for sending messages are Monday through Friday, 0830-1530. However, we will take appointments before and after these times.

3.4. Air Force Address Directory. The Chief, Administrative Communications is the POC for any changes to the Air Force Address Directory. If any organization on Charleston AFB should stand up, draw down, or require a new office symbol, contact the BITC at 3-3283 for guidance. Also, notify BITC if your organizational address changes. For reference, the Air Force Address Directory can be accessed on the Internet at: <http://afdir.hq.af.mil/>.

4. Records Management:

4.1. How to develop a file system. The Records Management Office (437 CS/SCXIR) ensures proper maintenance and disposition of files. Our operating hours are Monday through Friday, 0730-1630. We're located in Building 201, Room 4. One of the most vital parts in records management is setting up file plans. The file plan lists all the files used in your organization and must be correct to properly set up your files.

4.2. Preparing a file plan:

4.2.1. Separate records into groups of like documents. For example, all letters of appointments and additional duties go together, all General Correspondence, etc.

4.2.2. After all like items are grouped together; they are placed on the file plan. Use AFMAN 37-123, *Management of Records*, and AFMAN 37-139 when preparing the file plan.

4.2.3. To find a table in AFMAN 37-139, remember that the table numbers correspond with publication numbers. For example, the 23-series publications cover Supply. The 23-series tables in AFMAN 37-139 also cover Supply. Therefore, if you are adding something to your file plan concerning Supply, you should look in the 23-series in AFMAN 37-139.

4.2.4. All file plans are kept in the Record Information Management System (RIMS). If you do not have the RIMS (versions 2.0 or higher) or access to it, please contact our office at ext. 3-3274/73. Instructions to download RIMS onto your computer may be found on globemaster web site for the Base Records Management Section.

4.2.5. Once you have completed the file plan, have the custodian sign their name and send it to the Functional Area Records Manager (FARM) for final review. The FARM is the approval authority for approving file plans within their organization. The FARM will ensure base Records Management obtains a copy of the approved file plan. The FARM will send us their file plan for review and final approval. Records Management is responsible for approving only FARM file plans. The FARM will download the file plan to a disk and bring to base Records Management and upload on

the computer for review and final approval. If no discrepancies are noted, we will then approve the file plan, download to your disk, send it back to you via e-mail, and you can upload to your computer and run the necessary copies.

4.3. How to retire records. The Records Management Office, Building 201, Room 4, is responsible for the retirement of records. The Base Staging Area is located in Building 201. Records with a retention period of over 2 years are eligible for retirement to the base staging area. A small amount of 2-8 year retention records may be kept in the office providing written approval is received from the Records Manager. A waiver cannot be given for records with a retention of 9 years to permanent because these records must be sent to a Federal Records Center. To prepare records for retirement to the base staging area, use the following guidance and AFI 37-138, *Records Disposition--Procedures and Responsibilities*.

4.3.1. Before 30 September and 31 December of each year, check each Files Disposition Control Label, in the inactive file for the retention period. Records with a retention of "destroy after two years or longer" should be sent to the base staging area.

4.3.2. Place the records in boxes (stock number 8115-00-117-8249). Tape the bottom of boxes with 3-inch tape (7510-00-297-6656). Interlock the top of the boxes but do not tape the top.

4.3.3. All boxes coming to the staging area should list all contents of the box. IMPORTANT: Keep in mind that the boxes must not be taped but left open. They will be prepared for shipment after retention period (i.e. National Records Center).

4.3.4. Prepare in duplicate SF 135, **Records Transmittal and Receipt**, for all records to be staged in our staging area. We will review for mistakes, find a location for the records, and when completed, will call you to bring your boxes up.

4.3.5. Upon receiving the records we will give a signed copy of the SF 135 to the office retiring the records. The SF 135 has the location of the records indicated in case a record must be retrieved later. The SFs 135 are maintained until the records are destroyed. Organizations with boxes waiting to be destroyed will not be eligible to stage boxes until those awaiting disposition are removed.

4.4. How To Process A Freedom Of Information Act (FOIA) request. The Base Records Management Office is responsible for processing all FOIA requests received on base. The FOIA program establishes statutory rights of access to government information. The Air Force will disclose the "record" UNLESS IT IS EXEMPT BY LAW AND REGULATION. The FOIA opens the operation of government to the public. DoD Regulation 5400.7, *Air Force Freedom of Information Act Program* explains policies and outlines procedures on disclosure of records.

A web site, <http://www.charleston.af.mil>, is maintained by this office to inform the public in matters relating to the FOIA and provide access to other official FOIA links. A FOIA request is a written request from the public sector stating the request is made under FOIA. It clearly implies the request is made under the act by using the reference "The Law, The Statue, Regulation, etc." If you should receive a FOIA request, immediately hand-carry it to 437 CS/SCXIR (FOIA), Building 201, Room 4, for immediate action.

4.4.1. When a FOIA request is received; it is staffed to the Office of Primary Responsibility (OPR) (usually 4-day suspense).

4.4.2. If the office having the records (OPR) determines that the information should not be released, then it must be recommended for partial denial or complete denial through one of the

exemptions in DoD 5400.7 or other exemptions. When this happens, the office maintaining the records must prepare a letter requesting denial of the information. A copy of the requested records must be attached to the letter.

4.4.3. If the legal office does not concur with the recommended denial of the records, we prepare a letter to the appropriate commander for final determination of releasability of the records. If the legal office concurs with the denial, we prepare a letter to go to HQ AMC/SCY recommending denial of information.

4.4.4. After review, HQ AMC/SCY responds directly to the requester and sends us an information copy.

4.4.5. If the records are releasable, HQ AMC/SCY sends the information to the requester.

4.4.6. Hand-carry the completed FOIA request to base Records Manager.

4.4.7. Any information and/or recommendation received from the OPR are forwarded to Legal for review.

4.4.8. Base Records Management will continue to process after review by Legal.

4.4.9. An AF Form 1768, **Staff Summary Sheet**, will be initiated and routed through 437 SPTG/CC for releasable information.

4.5. How to process a privacy act request. The Base Records Manager is designated as the Base Privacy Act Officer and monitors the Base Privacy Act Program. The Privacy Act (PA) of 1974 provides safeguards against an unwarranted invasion of privacy through the misuse of records by federal agencies. The act also permits an individual to gain access to most personal information maintained by the federal government. It was clearly implemented to protect information about individuals from public scrutiny. It requires that only essential records are maintained on an individual, and under the PA, these records must be current. Privacy Act monitors are appointed for base organizations and acts as liaison between the Base Records Manager on all PA issues.

4.5.1. A Privacy Act request is a request from a person to see or obtain a copy of his or her own records that are filed in a system of records. The requester must state that the request is "made under the Privacy Act". If there is no mention of the Privacy Act, then it is not considered a Privacy Act request.

4.5.2. A Privacy Act request is made directly to the office in possession of the records. (See AFI 37-132, *Air Force Privacy Act*).

4.5.3. We will process the request through the OPR or the base legal office (as appropriate).

4.6. How To Request A Staff Assistance Visit (SAV).

4.6.1. FARMS may request a SAV through 437 CS/SCXIR prior to actual SAV. Our office will schedule a time and conduct a SAV to FARMS every 24 months or upon request.

4.6.2. We offer this assistance to FARMS in training their offices of records within the organization (every 24 months or as needed). This serves as a tool identifying training needs, discrepancies, etc.

4.7. Base destruction facility: The Chief, Records Management Office is responsible for the Base Destruction Facility. The destruction facility is located in Building 202. For an appointment, call ext.

3-3274. We offer training classes on how to use the destruction facility. To receive training, contact the Chief, Records Management at ext. 3-3275. To destroy classified material:

4.7.1. You must go to Building 201, Records Management Office, and sign the log to receive the key to the facility.

4.7.2. Feed the classified material into the machine using caution. When finished, clean up around the machine. Do not throw typewriter ribbon cartridges, paperclips, staples, or any metal objects into the shredder. This is to prevent damage to machine.

4.7.3. After locking the building return the key and sign the log.

NOTE: In the event of Emergency Destruction, the order material will be shredded in will be based on the following criteria: (1) Highest Classification (2) First come, first serve.

5. Plans:

5.1. Sponsoring and distribution of 3A0X1 personnel: The Wing 3A0X1 Functional Manager, assigned to 437 CS/SCX, will appoint a sponsor for all inbound personnel. All incoming 3A0X1s (regardless of past experience) will complete a 1-2 week Information Manager Training/Orientation Program prior to placement. The primary factors for placement of personnel into units are authorized manning level, skill level, and grade. Further consideration is given to special mission requirements, length of time a unit is below authorized manning level, and personal desires.

5.2. Communications And Information (C&I) Management Professional Of The Year/Quarter Awards Program: The 437th Communications Squadron is the OPR for the C&I annual and quarterly awards program. The annual C&I awards program is governed by AFI 36-2845, *Communications and Information Annual Awards Program*, and the quarterly awards program is governed by CAFBI 36-2806.

5.3. 3A0X1 Deployment Contingency Issues/Requirements: Per 437th Airlift Wing Commander, all 3A0X1 personnel will be mobility qualified and meet all deployment contingency requirements as outlined in the Base Deployment Plan. CAFBI 37-2 governs the deployment of 3A0X1 personnel assigned to Charleston AFB.

DENNIS M. KAAN, Colonel, USAF
Commander, 437th Support Group

ATTACHMENT 1

GLOSSARY OF REFERENCES AND SUPPORTING INFORMATION

References

DoD 4525.8-M, *Official Mail Manual*

DoD 5400.7, *Air Force Freedom of Information Act Program*

AFI 36-2845, *Communications and Information Annual Awards Program*

AFI 37-132, *Air Force Privacy Act*

AFI 37-138, *Records Disposition--Procedures and Responsibilities*

AFI 37-160V1, *The Air Force Publications and Forms Management Programs--Developing and Processing Publications*

AFI 37-160V6, *The Air Force Publications and Forms Management Programs--Numbering Publications*

AFI 37-160V8, *The Air Force Publications and Forms Management Program--Developing and Processing Forms*

AFMAN 37-123, *Management of Records*

AFMAN 37-139, *Records Disposition Schedule*

CAFBI 36-2806, *Communications and Information Professionalism Awards Program*

CAFBI 37-2, *IM/Postal Mobilization Planning*

Abbreviations and Acronyms

ADO—Activity Distribution Office

BITC—Base Information Transfer Center

C&I—Communications and Information

ETS—Electronic Transaction System

FARM—Functional Area Records Manager

FOIA—Freedom of Information Act

IM —Information Management

OPR—Office of Primary Responsibility

PA—Privacy Act

PSC—Postal Service Center

RIMS—Record Information Management System

SAV—Staff Assistance Visit

UPS—United Parcel Service

ATTACHMENT 2**BASE INFORMATION MANAGEMENT TRAINING CLASSES**

A2.1. Base Information Management offers the following training classes to further assist the customer.

A2.1.1. Records Management Training. Base Records Management Office offers training on the preparation of the file plan, labels, and the proper way to retire records.

A2.1.2. Freedom of Information Act (FOIA). The Records Management Office offers training on how to process a FOIA.

A2.1.3. Privacy Act Training. Base Records Management Office offers training on the preparation of privacy act requests.

A2.1.4. FARM Briefings. Records Management Office gives briefings to all newly appointed FARMS on their responsibilities.

A2.1.5. Use of the Base Destruction Facility. Base Records Management Office offers training on the use of the Base Destruction Facility.

A2.1.6. How to Issue Publications. Publication and Forms Management Office offers training on how to coordinate, process, and prepare publications for issuance, along with how to perform annual reviews and the maintenance of record sets.

A2.1.7. Forms Management. Publication and Forms Management Office offers training on how to request approval of a form and how to prepare form overprints.